

Delaware Education Language Line

Frequently Asked Questions

Q: How many languages are available?

A: AdAstra Over-the-phone Interpreting features 195 languages. Most languages are available on demand, 24 hours a day, 7 days a week. Some lower instance languages require pre-scheduling (as indicated by asterisks on the *Supported Language List* document.)

Q. Who can use the Delaware Education Language Line?

A. All educators and school personnel can use the line to support Delaware students and families.

Q: How can I get my school's pin to use this service?

A: Your EL Coordinator and/or administrator will share your school's unique pin with you.

Q: Can I use the language line if someone else from my school is currently using it?

A: The language line can be used simultaneously with an unlimited number of users within your school.

Q. What types of calls can the Delaware Education Language Line be used for?

A: The language line can be used to support our students and families in all communications. You can also use this line to support families who speak additional languages at home, even if their students are not designated as English learners.

Q: How do I use the language line if a parent initiates a conversation?

A: Use the "Point to my language" card which instructs the parent to hold on a moment while you get an interpreter to help. Once connected you could call the parent in a three-way call or put the call on speaker. Be cognizant of the content of the conversation and protect the privacy of the parent by making the call in a private location.

Q: Can the language line translate documents?

A: This service is not for written translation. It only supports over-the-phone interpretation.